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Peoplecert ITIL-4-Specialist-High-velocity-IT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Techniques for High-velocity IT: In this section, the exam evaluates the proficiency of IT Service managers in utilizing tools and techniques that promote high-velocity IT. Key areas include continuous integration (CI), continuous delivery (CD), and automating IT infrastructure.
Topic 2	<ul style="list-style-type: none"> High-velocity Nature of the Digital Enterprise: This part of the exam assesses the competencies of IT service managers, who operate within high-speed environments. It emphasizes how organizations can thrive in the fast-evolving digital landscape, focusing on key methodologies such as agile, lean, and DevOps practices.
Topic 3	<ul style="list-style-type: none"> Resilient and Secure IT Systems: This area focuses on ensuring security and resilience within high-velocity IT settings. Candidates are tested on their expertise in creating IT systems that are secure and robust while still supporting the fast-paced delivery of IT services.
Topic 4	<ul style="list-style-type: none"> Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.
Topic 5	<ul style="list-style-type: none"> ITIL Guiding Principles in High-velocity IT: This section evaluates how IT service managers apply the ITIL guiding principles in high-velocity IT contexts. It examines the role of these principles in supporting digital transformations and agile work processes.

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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. four dimensions of service management
- B. 'focus on value' guiding principle
- C. service value system
- D. 'service request management' practice

Answer: C

NEW QUESTION # 21

Which statement about the end-to-end customer journey is CORRECT?

- A. It reflects an overall perception of the customer's experience
- B. It involves only the stages of service delivery and resolution
- C. It excludes customer interactions outside of the organization's processes
- D. It focuses exclusively on technical service outcomes

Answer: A

NEW QUESTION # 22

Users often do not provide feedback because they do not believe it will be addressed. Which is the BEST method for encouraging users to submit feedback in this situation?

Answer:

Explanation:

Making feedback processing visible for everyone

NEW QUESTION # 23

Which statement about high-velocity IT is CORRECT?

- A. The required velocity should be based on the nature of an organization
- B. Moving to a high-velocity way of working will reduce costs and risks
- C. Levels of utility or warranty might have to be sacrificed for higher velocity
- D. Organizations should assign a high priority to high-velocity transformations

Answer: A

Explanation:

HVIT is not about moving fast for its own sake. The right velocity depends on context, including the organization's products, services, risk appetite, market demands, and operating model. That makes A the correct statement.

B is incorrect because HVIT does not assume utility or warranty should be sacrificed. In fact, it aims to achieve speed together with reliability and value. C is too absolute; not every organization should prioritize HVIT transformation in the same way. D is also too absolute because changing to high-velocity ways of working does not automatically reduce cost or risk.

So A best reflects the principle that velocity must be appropriate to the organization's context.

NEW QUESTION # 24

A customer usually has good control of a service provider in terms of achieving service levels, but often struggles to assess service value. Which level of service relationship maturity does this situation describe?

- A. Managed relationship
- B. Partnership
- C. Cooperative relationship
- **D. Basic relationship**

Answer: D

NEW QUESTION # 25

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